

# Dental Wellness Plan Status Report

Date: September 25, 2014

Implementation Area	Accomplishments Since Last Status Meeting	Issues Needing IME Input	Goals Before Next Meeting
Provider Network	<ul style="list-style-type: none"> <li>717 Unique Providers <ul style="list-style-type: none"> <li>Adds Since 5/1/14: 139</li> <li>Terms Since 5/1/14: 19</li> <li>Inactivated DDS Since 5/1/14: 27</li> </ul> </li> <li>879 Locations <ul style="list-style-type: none"> <li>Adds Since 5/1/14: 213</li> <li>Terms Since 5/1/14: 21</li> <li>Inactivated DDS Since 5/1/14: 33</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>Training for Earned Benefits Processes will begin October 7<sup>th</sup> through a series of webinars and in-person meetings.</li> <li>Attending several IDA Regional Meetings to discuss DWP</li> </ul>
Operations	<ul style="list-style-type: none"> <li>Statistics <ul style="list-style-type: none"> <li>Customer Service calls- <ul style="list-style-type: none"> <li>May 1- September 23- 21,992</li> <li>September 1- September 23- 2,735</li> <li>Calls from members in September- 57%</li> </ul> </li> <li>Services Paid To-Date: 115,492</li> <li>Payment for Claims To-Date: \$7,448,563</li> <li>Unique Members Receiving Services: 20,955</li> <li>Completed Risk Assessments To-Date: 8,953</li> <li>Number of dentist providing services To-Date: 761</li> <li>Claims Turnaround Time: 11.81</li> </ul> </li> <li>Communicated Clinical Criteria Review/Revision and Reduction in Documentation Requirements on September 15: <ul style="list-style-type: none"> <li>Emergency and Stabilization clinical criteria revisions and clarifications (based on feedback from Delta Dental and Provider experience to date)</li> <li>To ease administrative burden, several reductions of</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Feedback on Program Integrity Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Establish DWP Advisory Council</li> <li>Implementing the Earned Benefits processes</li> <li>Complete a report package draft for IME review</li> </ul>

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	<p>documentation to be filed with claims are being implemented.</p> <ul style="list-style-type: none"><li>Complaints/Appeals<ul style="list-style-type: none"><li>Total of 17 complaints, 15 resolved.</li><li>Total of 4 appeals, 4 resolved.</li></ul></li></ul>		
DWP Benefit Design and Data	<ul style="list-style-type: none"><li>Diagnosis and Prevention Services: 69%</li><li>Stabilization Services: 17%</li><li>Emergent Services: 16%</li></ul>		